



To: Park Board Commissioners
 From: Executive Director Reuter and the Senior Leadership Team
 Date: June 5, 2020
 Re: WEEKLY MEMO

Dates to Remember:

<i>Date</i>	<i>Event</i>	<i>Time</i>
June 4	Aquatics Roundtable-Virtual	12:00pm
June 8	Dance Recital classes scheduled to resume virtually	
June 9	Fitness Roundtable - Virtual	1:30pm
June 15	Coyote Crossing Mini Golf opens	
June 15	Outdoor recreation programs begin	
June 15	First day of Awesome Adventure Camp, SRC	7:00am-6:30pm
June 20-21	Virtual Father's Day Fishing Derby	6am 6/20 – 11:30am 6/21
June 26	Earliest Date the State of Illinois enters Phase 4	
June 27	Virtual Dolly & Me Mother Daughter Tea Party	1-2pm
July 6	Fountain View Fitness – Tentative Reopening	

Strategic Goal and Initiative #1

Take Care of What We Have

FVRC

- Staff walked entire facility to discuss signage placement and additional sanitizer stations for staff and patrons for re-entry.
- Maintenance staff is monitoring the pool and HVAC systems.
- Staff has been diligently working on sourcing PPE and sanitizer for re-entry.

SRC

- Staff walked entire facility to discuss signage placement and additional sanitizer stations for staff and patrons for re-entry.
- Maintenance staff is monitoring the HVAC systems.

CCWP

- Staff is continuously pumping water out of the pool so we can get to the debris on the bottom to clean it out. It has been a challenge with the amount of rain we have had but staff continues to monitor.

ETRC

- A State Fast Track Grant was submitted for the facility to encompass new playgrounds, the deferred maintenance plan and a new potential parking lot.
- Maintenance staff is monitoring the HVAC systems.

PARKS

- Staff continues to cut grass, pick up trash, inspect playgrounds and the park system, turn ballfields regularly and plan for Recreation to begin programming June 20 and beyond.
- Bleachers have been removed from Armstrong Park in preparation of programming at the site.
- The following amenities have been re-opened: Bark Park, Disc Golf and tennis.
- Skate Park and B-Ball hopefully next week.

McCASLIN

- Staff blocked off all picnic tables per State guidelines in preparation of Recreation programming at the facility.
- The Splashpad has been tested and is ready to turn on if the Board decides it would like to move forward with opening this amenity.

CCMG

- Staff has cleaned the ponds, filled the ponds and will dye them for opening on June 15.
- Staff painted the bathrooms.

Strategic Goal and Initiative #2

Improve Financial Position

- Awesome Adventure Camp Early Bird deadline extended to May 31 to encourage an increase in registration.
- Paperwork has been completed for the renewal of the annual liquor license for Home Plate concessions. The current license expires June 30, 2020. All documents will be taken to the county on June 4. Thank you to the Boar President and Vice President for taking time out of their schedules to sign the paperwork.
- Work continues with Baird Public Finance to prepare updated information on options and savings available through a refinancing of outstanding debt. With call dates available as soon as August of 2020, staff is working on next steps to capture savings in future interest payments.
- Finance staff has completed the Annual Post Compliance Issuance Report. Required by the SEC and IRS this review ensures that the District is following guidelines for use of bond proceeds.
- The 2019 Consolidated Annual Financial Report has been files with the State Comptroller's Office, and distributed to governing authorities as required.
- The District received a refund in the amount of \$44,610 from Diamond Tours for the full amount of the deposit for the Forever Young San Antonio.

Strategic Goal and Initiative #3

Operate Parks and Facilities Efficiently

- Camp registration forms were updated to reflect the new early bird deadline and new start date.
- Camp emergency forms were updated. We now have a fillable/printable form and a WordPress form that can be auto-submitted.
- Field Rentals at Red Hawk, McCaslin and Armstrong will resume in the month of June for practice only following all guidelines set forth by the State of Illinois.

- Coyote Crossing Mini Golf is prepping the Modified Operations Plans for opening on Monday, June 15 and will follow the guidelines set by the State of Illinois.
 - To save on expenses full time staff will be the attendant on site for some of the shifts for at least the month of June.
- The District, in conjunction with the local VFW hosted a virtual Memorial Day Celebration at Town Center's Memorial Plaza. The event was live streamed on Facebook.
- Administration staff completed the 2020 validation of tax exempt properties. Now that we have received the title for Community Park, we will proceed with including that in the annual process as well.
- IT worked to coordinate having the District's phone lines transferred to Staff's cell phones so we can continue to respond to customer's needs. As virtual/outdoor/camp programming, we want to be available to customer's questions and assist with registration.

Strategic Goal and Initiative #4

Meet Needs of Changing Community Demographics

- Recreation continues to update a modified operations plans for summer camp that align with the Illinois Department of Health guidelines for operating during the COVID-19 pandemic.
- FVF memberships continue to remain on hold as the facility is closed.
- Membership dues will remain on hold through August for all current members. Membership dues will begin to be processed September 1.
- FVF has created stay at home workouts for members during closure. To date 27 videos have been uploaded to district's social media networks.
- Marketing has compiled a complete summary of the Customer Service Survey gauging customers' thoughts about returning to Park District programs and facilities. Results are guiding future programming and safety procedures. Report attached to this weekly e-mail.

Strategic Goal and Initiative #5

Develop Parks and Facilities

- Signage will be placed through facilities, and outdoor venues as the District resumes modified activities and programming.
- Executive Director Reuter instructed staff to pursue a parking lot overlay on Volunteer Park parking lot. Staff will work on this project immediately.

Strategic Goal and Initiative #6

Foster a safe and welcoming environment

- Recreation Supervisors working to develop new schedules and activities for campers that encourage social-distancing and safety.
- Marketing is updating the District's website to share safety measures that have been put in place to welcome customers back. Main page redesigned with new focus on how we are reopening instead of the fact that we are shut down.
New buttons/look with categories such as Virtual – Outdoor – Campunderway.
- Superintendent of HR & Risk Management has been acting as the District's COVID Coordinator, and has overseen the compilation of safety protocols, training materials, and response plans to correspond to the Restore Illinois phase in plans.

Strategic Goal and Initiative #7

Highest Quality Recreation Programs & Services

	2018 - YTD	2017 - YTD
Virtual Chess Scholars and Enrichment	5	0
Virtual Mad Lab	3	0
Virtual Hot Shot Sports – May	6	0

- Awesome Adventure Camp Enrollment after Early Bird Deadline:

	BC	SC	AC
Week 1	12	39	10
Week 2	10	35	6
Week 3	9	31	8
Week 4	12	35	10
Week 5	14	35	11
Week 6	9	32	7
Week 7	13	36	12
Week 8	8	30	7
Week 9	11	31	8

- 9 Virtual Fitness Classes were developed and offered to the community of Carol Stream.
- Virtual classes for June and July are being offered. A wide variety of program areas are being offered including; gymnastics, dance, STEAM classes, and preschool workshops.
A complete list of programs is online under registration.
- A Virtual Father’s Day Fishing Derby is planned for June 20 & 21, 2020. Changes to the event will be made to follow State guidelines and social distancing rules. This year the event will take place for two days on Father’s Day weekend. Participants are able to fish at the Carol Stream pond of their choice and will email pictures of their largest catches. Judging will take place virtually at Noon on the second day and prizes will be awarded. Carol Stream Police Volunteers will assist with the judging and help host the winner’s ceremony on Facebook Live.
- Outdoor classes for youth are also being offered at Hampe Park in June for groups of ten and under such as Summer Spa Retreat and Summer Flower Fun.
- Once in Phase 4 we will be offering smaller sized sports programs such as 3v3 soccer, 3v3 basketball, 3v3 dodgeball, and Wiffleball programs.
- June Enews, and FitNews sent this week with focus on how, what, and when we are reopening. Includes information on outdoor programming, virtual programming, summer camp, and mini-golf.
- New signage, and campaigns are being created to promote District’s virtual programs, outdoor programs, mini golf, and outdoor fitness classes. This will feed right into the Phase 4 plans that will include Fitness Center reopening, rentals, athletics and concessions. All these Phase 4 activities will be modified to adhere to IDPH/CDC restrictions.
- Registration Services staff has developed an online options for selling ducks for the upcoming Foundation Duck Race. The race will be virtual most likely and will take place in the stream at Coyote Crossing.
- Registration for programs/activities will continue online or by telephone during Phase 3. Phones are now being staffed on Monday – Friday from 9am – 5pm. Staff is also monitoring the info@csparks.org email. We are averaging a combined 60+/day communications from the public

Strategic Goal and Initiative #8

Highest Quality Staff & Team

- Recreation Supervisors are developing camp trainings to incorporate additional safety considerations and new procedures due to COVID-19. Trainings are also being reformatted in order to offer more virtual trainings.
- Superintendent of Recreation attended the IPRA Cultural Arts Committee Zoom meeting, Activenet's Marketing Your Virtual Programs webinar, Quarantine Operations & Emergency Planning for Summer Camp webinar, Impactful Activities to Maximize Online Staff Trainings webinar, American Camp Association's Camp Town Hall Zoom meeting, IPRA Virtual Programming is the New Norm webinar, WDSRA Summer Inclusion Zoom meeting, IPRA Day Camp Zoom meeting, NRPA Summer Camp & Innovative Youth Programming webinar, Zoom meeting with local camp managers, IPRA Senior Committee Zoom meeting, and Activenet Reopening after COVID webinar.
- Recreation Supervisor attended the NRPA Summer Camp & Innovative Youth Programming webinar, Coronavirus Considerations for Summer Camp webinar, and Zoom meeting with local camp managers.
- Division Manager attended a Virtual Aquatics Roundtable on 5/19 with 64 other park district professionals to discuss the affect COVID-19 has had or will potentially have on other aquatic facilities.
- Division Manager attended Reopening with Activenet webinar on 5/21.
- Division Manager attended webinar re: Fitness grants for outdoor community gyms on 5/22.
- Rini hosted the IPRA A&F Section Virtual Roundtable on May 27; Part 2 of this series which brings together professionals in the area of Finance, IT, Risk Management, Administration, and HR to discuss decisions that need to be made as we move through each phase of the Restore Illinois Plan. Each session has hosted over 65 professionals from park districts across the State. Part 3 is scheduled for June 10.
- HR staff are working to strategically un-furlough staff to accommodate our reopening plans. Each employee must sign a 'return to work' document, and review 'return to work training' that includes the use of face coverings when on site, and other safety protocols. In order to limit risk of exposure and remain within group size limits, some staff will continue to work remotely; those that report to work will have staggered shifts/arrivals times and work within designated areas.
- The following email was received from a customer who worked with Registration Manager, Anne Gerrick – Way to go Anne!

I wanted to pass along that I was working with Anne as well. She is so very sweet! I had called in and it went to voicemail. I figured no one was in the office so then I sent the email. She ended up being on the phone and she called me back. I talked with her and she said she would check into it and call me back. She ended up calling me later that day to say she hasn't heard anything but will call me Monday. She just did! I am so grateful for the follow thru Anne had. She defiantly didn't have to call me Friday to say she didn't have an answer yet! I wanted to let you know she is awesome and that you got a great employee with her. If you guys recognize exemplary employees in any way, Anne deserves it! Thank you again. I hope you and your team are staying healthy and safe!

....Aileen Mower

- The District has processed unemployment claims for 91 employees: 9 Full Time, 3 RPT, and 79 Part Time staff. At least one full time staff is still reporting that they have not received any unemployment benefits since their furlough in April; the matter is out of our control and is likely due to IDES overload in claims.
- Registration/Marketing/Recreation staff participated in Activenet's "Marketing Virtual Programs" Webinar, and "ReOpening with Activenet" Webinar.

- Staff continue to participate in a number of virtual roundtable discussions, and webinars hosted by PDRMA, IPRA, and IAPD to learn about best practices, risks, reopening under IDPH/CDC rules, and legislation related to COVID.

Miscellaneous News You Can Use...

- Recreation Supervisor coordinating visits to ActivKids sites to grab cell phones needed for summer camp.
- Pat Baenke's Payroll Coordinator position has been permanently eliminated due to Budget cuts.
- Mary Ann Rodrigues' Courier position has been permanently eliminated due to Budget cuts.
- SRC/FVRC lobbies are being prepared for modified re-opening. Extra furnishings that create possible transfer of germs is being temporarily removed. Office areas are also being modified; all guest chairs are being removed, 6 ft social distancing markings are being installed, virtual meeting software subscription is in place.
- The District was notified of protests/demonstrations planned for June 1. Staff worked with the Carol Stream Police Department to establish safety plans. Both demonstrations were peaceful – one at the Police Department and one at Town Center – near the FVRC Parking lot.